



Australian Government

Comcare

# COMCARE EMPLOYEE CENSUS 2023 – ACTION PLAN

The APS Employee Census is an annual survey that collects confidential attitude and opinion information from employees on matters in the workplace. It is an opportunity for employees to share their experiences of working in the APS. We gain insights from these results, and we are committed to action to further improve our working environment. Through consultation with our employees and Executive, we have agreed on five focus areas and associated actions for the next 12 months. These will be tracked with a pulse survey.

## POINTS TO CELEBRATE

### Overall great results!

89 per cent of Comcare employees participated in the survey. We continue to show through our results that we are performing well in many areas. Our results also compare well to the APS performance overall, scoring in the top 10 agencies for 'Leadership – Immediate Supervisor' and 'Wellbeing Policies and Support' indexes.

### Key findings

Comcare employees feel:

- > supported to work flexibly
- > their workgroup is committed to workplace health and safety
- > that Comcare does a good job of promoting health and wellbeing and cares about the health and wellbeing of employees
- > that technology within Comcare supports them to deliver their work
- > happy to go the extra mile at work when required.

### High employee engagement

Our Engagement Index score is 76 per cent, which is 3 per cent more than the APS average. Engagement is more than simply job satisfaction or commitment to an organisation. It is the extent to which employees are motivated, inspired and enabled to improve on Comcare's outcomes.

## THEMES FOR GROWTH

Communication

Leadership

Innovation

Collaboration

Change

## FOCUS AREAS FOR ACTION

1

Enhance leadership development with a focus on wellbeing policies and support

2

Conduct consistent leadership strategy sessions and formulate a SES action plan that delivers greater capability towards Comcare's strategic objectives

3

Introduce an Innovation Hub and Innovation Champion to increase a culture of innovation across Comcare

4

Increase collaboration across Comcare via increasing cross functional teams

5

Improve staff engagement through greater prioritisation and workload management